NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
IT Director Competencies

Description of Work: The IT Director is responsible for the leadership of a professional IT staff and the management of various monetary and technical resources assigned to multiple units or division for the purpose of providing support to the unit's/division's customers. The director is responsible for recruiting, mentoring, counseling, and the disciplining of IT Managers within multiple units/ or division. Further, the director is responsible for the professional growth and development of IT managers and their staff. The director may employ a number of strategies for supervising IT managers and may supervise senior staff directly and/or occasionally through another IT manager; day-to-day tasks are delegated to IT managers and self-directed staff.

The director understands technology used in multiple unit's/ division's operations and its role within the enterprise. The director is responsible for planning and directing activities as appropriate. S/he is responsible for budget oversight and planning, providing input to executives regarding direction of work within the unit/s or division, and actively participating in the development of strategic direction for the organization. The director enforces operational standards for multiple units or division.

Functional Competencies	Contributing	Journey	Advanced
Planning and Organizing	Plans and implements the delivery and improvement of services, staffing and resources. Actively provides oversight to multiple work units or division.	Plans and implements the delivery and improvement of services, staffing and resources, some of which may be at a higher, more operational level.	Directs higher-level planning, organizing and staffing. May coordinate plans directly or through managers. Contributes to strategic planning.
Operational Leadership	Contributes to operational direction of the organizational units or division. Fosters environment that promotes open communication among managers, supervisors, and clients.	Utilizes experience and judgment to plan and accomplish goals. Measures accomplishments against organizational objectives. Fosters environment that promotes open communication among managers, co-workers, and clients.	Defines business strategies and contributes to the enterprise's mission and vision. Fosters environment that promotes open communication among managers, supervisors, and clients.
Technical Leadership	Uses technical understanding to direct staff. Extracts and applies technical concepts to problem solving.	Possesses and applies expertise in technical area to direct multiple units or division. Enhances organization capabilities through acquisition and application of new technologies.	Demonstrates vision and ability to proactively plan, implement and forecast for organizational success. Contributes to strategic planning with peers and senior management.
Employee Development	Assesses manager skills and conducts performance management processes. Demonstrates competence to coach. Promotes the	Coaches and promotes the enhancement of managers as appropriate to needs or work unit. Manages resources effectively to	Possesses and applies expertise in mentoring, coaching, conducting annual performance reviews, and managing total skill set of multiple

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Functional Competencies	Contributing	Journey	Advanced
	career path of managers within the specified job family.	provide for manager training and growth.	units or division. Actively seeks resources and opportunities for manager training and growth.
Project Management	Manages technical projects, primarily of unit or division scale.	Manages multiple technical projects, primarily of unit or division scale.	Manages technical projects, primarily of organizational / enterprise scale.
Consultancy Skills	Consults with clients and appropriate higher-level managers, directors and vendors to facilitate unit-level client solutions using new or existing technologies. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with clients to discuss alternative technical solutions. Able to convey technical information to clients and promote understanding of relevant issues. Conducts follow-up where appropriate to ensure client satisfaction.	Consults with clients and appropriate higher-level managers, directors and vendors to facilitate division-level client solutions using new or existing technologies. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with clients to discuss alternative technical solutions. Able to convey technical information to clients and promote understanding of relevant issues. Conducts follow-up where appropriate to ensure client satisfaction.	Consults with clients and appropriate higher-level managers, directors and vendors to facilitate enterprise-level organizational solutions using new or existing technologies. Consults with executive-level decision-makers on an on-going basis to discuss alternative technical solutions and long-term strategy. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with clients to discuss alternative technical solutions. Able to convey technical information to clients and promote understanding of relevant issues. Conducts follow-up where appropriate to ensure client satisfaction.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four year college or university with a degree in information technology, engineering, telecommunications, computer science, or a field closely related to the nature of the position and six years of progressive experience in the field of information technology which has included some supervisory or management experience. Experience in the field of work related to the position's role may be substituted on a year-for-year basis. One year of additional experience in generally required to progress beyond the minimum level.

Degrees must be received from appropriately accredited institutions.

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